



OFFICE OF THE COUNTY EXECUTIVE
ROCKVILLE, MARYLAND 20850

Isiah Leggett
County Executive

July 29, 2010

Mr. Joseph M. Rigby
Director, Chief Executive Officer and President
PEPCO Holdings, Inc.
Corporate Headquarters
701 Ninth Street, NW
Washington, DC 20068

Dear Mr. Rigby:

On Sunday, July 25 at approximately 3:20 p.m. a line of severe thunderstorms passed through the Baltimore/Washington region. As a result of those storms, over 219,000 of PEPCO's 302,000 customers in Montgomery County lost power.

While I understand the size of the storm was considerable and the damage extensive, I am at a loss to explain to County residents and business owners why PEPCO took so long to mobilize sufficient contractors to assist in restoring service to its many customers, some of whom, as of today, still have no service.

I assumed that PEPCO, like the County, has pre-established mutual aid agreements with regional utilities and independent contractors whose resources can be mobilized quickly in situations such as what we are experiencing. I also expected a significant increase in resources to have been mobilized sooner instead of hearing that they were just arriving Tuesday, nearly two full days after the storm hit and the extensive damage was clear to you.

Further, there is little acceptable explanation why current conditions exist for PEPCO, and not for utilities servicing adjacent jurisdictions. The storms that we experienced on Sunday were region-wide and BG&E and Allegheny Power have had nowhere near the outages being experienced in the PEPCO service area (see enclosed map).

This causes me to draw a number of conclusions:

1. PEPCO's preventive maintenance and tree trimming programs need review and revision;
2. PEPCO's contracting and operational procedures and practices for bringing additional resources to bear in emergency situations need reconsideration;

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3. PEPCO was unable to communicate useful and accurate information in a timely way to customers;
and
4. Practices regarding coordinating activities with the County under these kinds of emergencies need improvement.

Montgomery County will continue to cooperate in whatever way necessary to coordinate with PEPCO's efforts. Still, Montgomery County is not in the business of distributing electrical power. That is PEPCO's responsibility – and County residents and businesses deserve much better and more reliable service than we are receiving. Many of our residents have suffered great inconvenience and sometimes life-threatening problems due to the extended outages. Meanwhile, many of our businesses have suffered significant losses at a time when they can ill afford to. The unreliability of your service must be addressed.

Given the experience of the February winter storms and this most recent emergency, I am sure there are "best practices" available from which PEPCO can benefit. I look forward to reviewing your post-incident analysis and how you plan to make system improvements and changes to your operating practices to improve system reliability.

Plainly put, the status quo is unacceptable.

By copy of this letter to the Governor and the Public Service Commission, I am also seeking their assistance in ensuring that Montgomery County residents and businesses are better served by a public utility on which they are completely dependent for vital and sometimes life saving services.

In addition, I am convening a work group of Montgomery County residents and businesses that will be exploring the explanations for the poor service we receive and options for improvements. I am hopeful that we will be able to depend on PEPCO staff's assistance in the work of this group.

Sincerely,



Isiah Leggett
County Executive

IL:rsd
Enclosure

cc: Martin O'Malley, Governor
Douglas R. M. Nazarian, Chairman, Maryland Public Service Commission
Thomas Graham, President, PEPCO Region
Nancy Floreen, Council President, Montgomery County Council

Current State Outage Map

